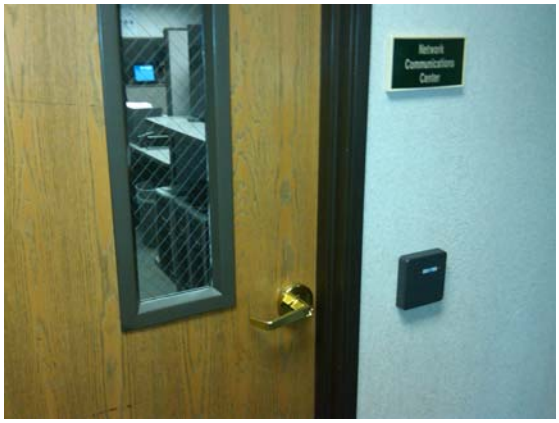
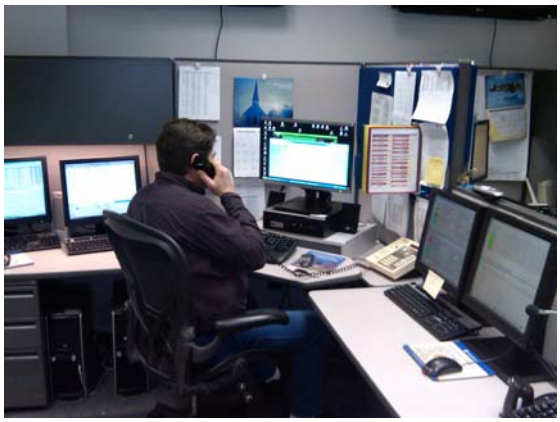
MPSCS Network Communications Center (NCC)

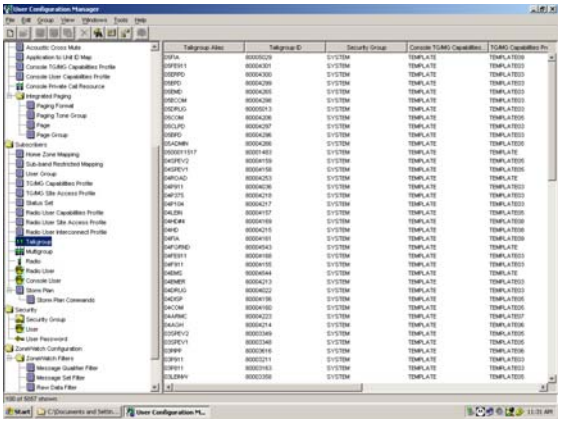
The MPSCS NCC is responsible for the operational readiness and programming of the MPSCS. Our NCC is staffed 24x7x365 with senior level Radio Technicians. The NCC is the central system monitoring, system diagnostics, support services for member agencies and emergency dispatch services for the State's Radio Technicians.

The NCC is housed within an MSP facility at 4000 Collins Rd. along with the main MPSCS offices. Also within this secure building is the State EOC. A backup NCC facility with limited space was established at a separate location in the event we had to evacuate the primary facility.

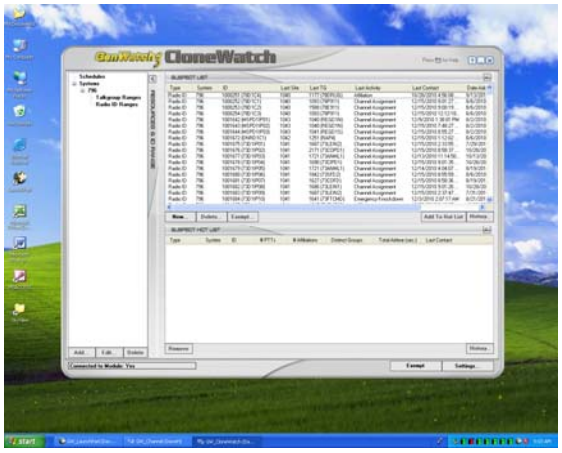




The NCC activates "Event" talkgroups as required for major emergencies which provides the interoperability between First Responders. These talkgroups are established based upon geography and estimated loading. The talkgroups may be adjusted as required during an emergency to provide the required communications support to our First Responders.



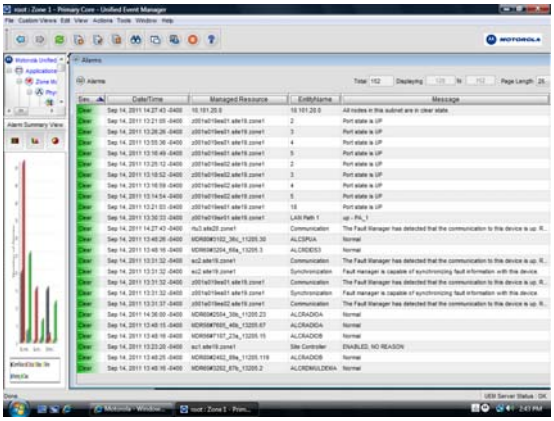
In addition to programming talkgroups, the NCC is responsible for the integrity of system IDs found in the radios. When a radio is lost or stolen, the NCC will disable the radio in a timely manner to prevent unauthorized use. As an example, when the Michigan National Guard was dispatched on 9/11 to secure and protect our airports, a group of encrypted radios en-route to Detroit was stolen from a vehicle. The NCC was notified and the radios were disabled within 5 minutes of the notification.



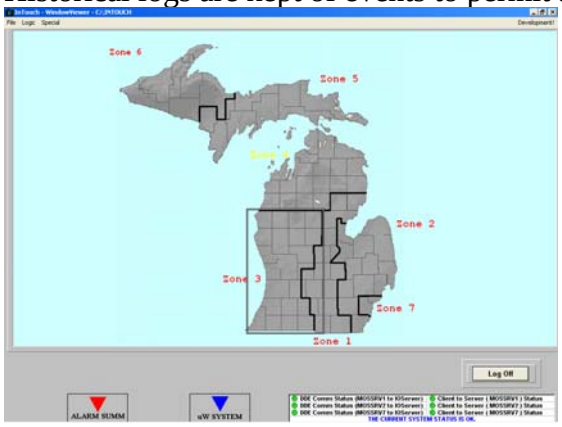
As part of the 7.9 upgrade, “Genesis”, a data collection and analysis computer system was installed. “CloneWatch” is a program within Genesis. CloneWatch monitors the subscriber radios interacting with the system and provides a confidence report on potential cloned radios or talkgroups. The NCC continues to develop policy on the use of CloneWatch.

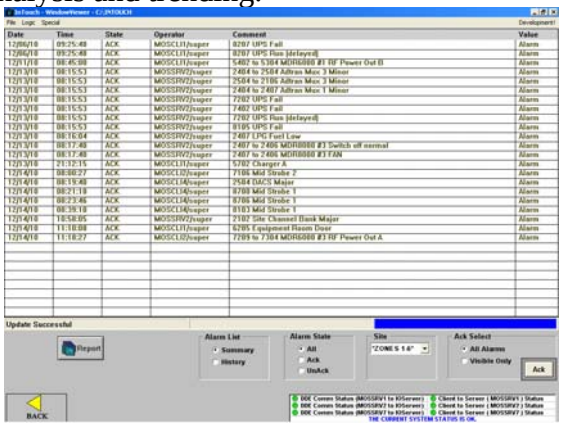
Integrity and accountability is part of the foundation found with the NCC structure. The MPSCS infrastructure monitoring duties are divided up into 4 hour blocks of time for accountability and auditing purposes. Several reports are created each day to monitor the readiness and ensure the MPSCS operates with the level and quality of service as required by Michigan’s First Responders.

The on duty NCC technician is responsible to monitor and make appropriate decisions on alarms and system traffic issues. This is a typical screen monitoring the alarms in Zone 1. The system is segregated into 7 zones and all 7 zones are monitored in the NCC.

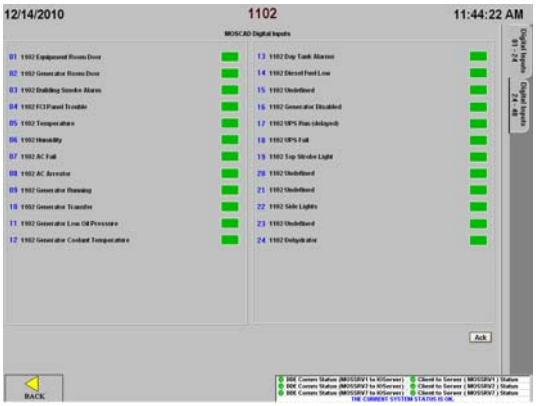


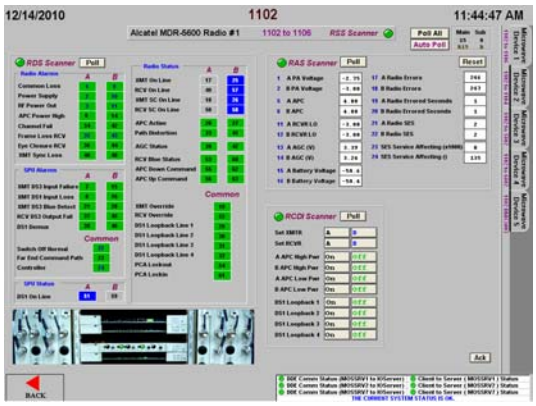
The 232 remote sites are monitored by the Motorola Moscad Alarm and Control system. Historical logs are kept of events to permit analysis and trending.





Door alarms, utility power, generators, fuel levels, UPS, heating/cooling, tower lights, etc. are monitored by digital (open/closed) inputs to Moscad.

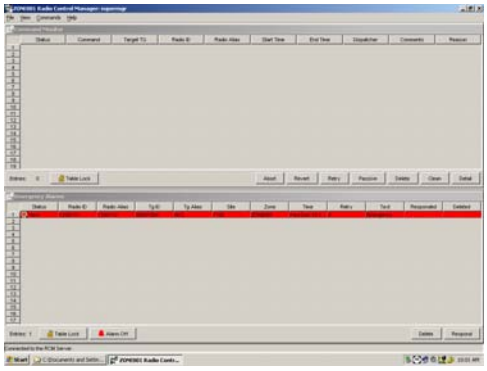




Critical points within the Alcatel microwave radio is monitored by Moscad. The microwave radios have full redundancy on the transmitters, receivers and power supplies. Moscad provides the ability to remotely control the radios. The NCC manually switches on-line transmitters each month to ensure the readiness of the backup systems in the radios.

In addition to supporting the technology within the MPSCS, the NCC is a source of information for agencies needing interoperability solutions. The NCC has the ability to monitor any talkgroup on the system, patch talkgroups and establish Event talkgroups supporting First Responders during emergencies. A cache of emergency loaner radios is housed at strategic MPSCS Radio Shops and the request and deployment of those radios is done through the NCC.

One of the features of the APCO 25 technology is the ability for a First Responder to send an Emergency Signal to their properly equipped Dispatch Center. The NCC monitors the connection to the terminals to ensure they are ready to hear the Officer's electronic call for help.



The NCC is available 24 hours a day to assist our members with issues regarding system problems or requests for Special Event talkgroup assignments.